

# *Twin Maples Health Care Facility*

---

**February 23, 2023**

**Written testimony of Amy Bentley, Administrator, Twin Maples Health Care Facility.  
Concerning the Governor's Recommended SFY 2023 Budget Revisions for Connecticut  
Nursing Homes**

Good afternoon, Senator Osten, Representative Walker and to the members of the Appropriations Committee. My name is Amy Bentley. I am the Administrator, at Twin Maples Health Care Facility, in Durham, Connecticut. Twin Maples Health Care Facility has been providing nursing home care in our community for over 20 years. We are a 44-bed nursing home, and we have 62 employees working at our facility, and we are members of the Connecticut Association of Health Care Facilities (CAHCF).

**A Period of Trauma *and* Resilience for our Nursing Home Residents and Caregivers**

Now two years into this unrelenting COVID-19 pandemic and public health emergency and I can say that our nursing home, the residents we serve, and our employees, continue to be challenged like in no other time in our history of providing services in Connecticut. I can *also* say that our nursing home is as determined as ever, and we feel that each week we are getting closer to a time when we can say the pandemic is behind us.

Our residents and staff have experienced and dealt with nearly every feature of the pandemic from the very beginning in the Spring of 2020 when the misunderstood virus was spreading through persons showing no symptoms, and especially in regions of Connecticut experiencing high rates of community prevalence, to the most recent Omicron outbreaks experienced almost every Connecticut nursing homes. We saw first-hand the consequences of a lack of COVID-19 testing capacity in the United States and here in Connecticut, the extreme shortages of PPE, and the ever-changing CDC, CMS and DPH guidance policies that evolved as the virus became better understood in the medical, academic and scientific communities. We experienced the severe and emotionally devastating visitor restrictions imposed early in the pandemic, and we have experienced the optimism of what the COVID-19 vaccine, and now the booster, means to our community. While the trauma our residents and caretakers faced was extraordinary, I can say that their resilience and determination was equally extraordinary.

**Severe Staffing Shortages is Hindering Admissions, Increasing Labor Costs and Slowing the Nursing Home Recovery Plan**

The severe staffing shortages our nursing home faces is far and above the most significant challenge we are dealing with at this stage of the pandemic.

# *Twin Maples Health Care Facility*

---

The staffing shortages our nursing homes are experiencing are like no other time in all of our years of providing skilled nursing home services. For example, we have gone from having at least 10-12 FTE nursing staff to only 5 FTE nursing staff on average. This does not include the constant turn over in all departments, and the constant advertising to fill positions which on average is costing more than \$15,000.00 more than previous years, and the time and resources needed to conduct the onboarding and orientation process.

The staffing shortages are so significant that our nursing home routinely is unable to accommodate admissions from hospitals as we are not be able to address the care needs of additional residents without staff. We have had 8-10 beds remain empty for over two years due to the lack of consistent staffing to meet the care needs. In addition to this we have had to keep beds empty so that if we did have an outbreak in the facility, we would be able to conduct room changes appropriately to decrease the risk of spread and ensure proper infection control measures are in place. This month alone we have reported to the Hospitals that we had no available beds despite our census remaining at only 36 residents. Despite reporting no available beds, we receive on average 3-10 referrals which we must decline due to lack of staffing. In many of these cases the referrals are sent to numerous facilities which are all reporting lack of bed availability likely due to lack of staffing.

Consequently, the occupancy in our buildings is much lower than normal, but the low number is really a distortion caused by the staffing shortages and how it impacts admissions and occupancy levels. It's not at all a true reflection of the need or demand for our services, but it is a reality. We fully expect to improve over time as the staffing situation improves, but we are concerned that this will be a slow process, perhaps years long, as our state and overall health care system recovers from the pandemic. Our nursing home's labor-related costs began an unprecedented dramatic rise last Fall and is showing no sign of relenting. Based on our Financial statements for the year ending 2021 we spent roughly \$131,000.00 more on Salaries and related expenses than in 2020; which was already up an additional \$158,000.00 from 2019. This is despite the fact that our staffing levels did not increase. This increase is due solely because of wage enhancements, bonuses, and incentives to entice staff to work.

## **Nursing Staffing Pools and Negative Impact on Care and Increased Costs**

Our nursing home have been very negatively impacted by the staffing shortages in so many ways, but the impact of having to turn to nursing staffing agencies, has been particularly troublesome. Using these nurse staffing pool agencies has been a measure of last resort at our nursing home. From a patient care perspective, it runs counter to the consistent assignment of staff to our residents that has been our longstanding practice. However, like so many other nursing homes we have had to utilize this option. The financial consequences have been

# *Twin Maples Health Care Facility*

---

enormous. We are seeing unbelievable spikes in the costs of staffing agencies. For example, we in 2021 we spent over \$68,000.00 on Agency staffing which we previously did not utilize prior to the pandemic. We understand the Connecticut Attorney General is reviewing these pricing practices and we believe Connecticut should pass legislation that caps these abnormal and harmful fees.

## **The Connecticut General Assembly has provided a Lifeline of Nursing Home Support, But the Staffing Issues Remain Unaddressed**

Before closing, we must thank the state legislature for the tremendous support we have received that has provided additional support for our employees and stability during this period. Our nursing home faithfully implemented the 4.5% employee wage enhancements adopted last session, and moving forward with additional health care and pension benefits adopted last session as well---these are critically important employee recruitment and retention resources, but more help is needed to further bolster employee wages and benefits and in additional financial rate relief to address the extraordinary increased labor costs now being experienced and not reflected in any of the prior support we have received.

Thank you. I would be happy to answer any questions you may have.

Amy Bentley

Administrator

Twin Maples Health Care Facility